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ABSTRACT

This document, which is intended for all employees from entry workers to company executives, examines the skills needed for survival in the 21st century workplace. The book contains 26 chapters arranged in an A to Z format. Selected chapter titles are as follows: "Attitude: Why Is Managing Your Attitude Part of Your Job?"; "Customers: Why Internal and External Customers Are Important"; "Do It Now: Why 'Do It Now' is the Foundation for Tomorrow"; "Education: Why Educating Is More Than Talking"; "Facts: "Why Aren't People Listening to What You Have To Say?"; "Goals: How Goals Can Help Define Your Future"; "Habits: Why You Inevitably Are What You Repeatedly Do"; "Improve Continuously: Why 'Good Enough' Isn't"; "Keep: How Consistent Note Taking Can Improve Your Future"; "Listen: Is Listening More Important Than Speaking?"; "Measure: If You Don't Measure You Are Only Guessing"; "Next: Why Some People Need To Be Supervised"; "Obstacles: Are Obstacles and Problems the Same Thing?"; "Process: How To Manage Quality through Process Improvement"; "Root Cause: What Is a Symptom? What Is a Root Cause?"; "Teams: What Type of Decisions Should Be Assigned to a Team?"; "Undercapitalize: What Are You Investing in Your Future?"; and "Zero Defects: Is 99% Good Enough?" (MN)

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